

I'm writting this complaint on Verizon Telephone Company, AT&T Long Distance Co. and AOL Internet Service. It is on Slamming and Cramming. I did write a written complaint but was told there was a 4 month waiting period. I'm being charged for long distance calls that I didn't make. I have two phone lines my regular phone and my computer line. Verizon or AT&T authorized my computer line to be on my long distance bill and was not suppose to. When I got the first bill I called AT&T and told them to suspend my Long Distance so I can find out what was going on. Then I received another bill from them. Called to find out why they didn't suspend my long distance they told me I have to call my local Company know one told me I had to do that. But now there is a freeze on my numbers. Then contacted AOL Internet, they told me they would look into it. Few days later talked to them again they said they couldn't do anything but would give me 2 months AOL service free. And they conected me to a Tecnical service person. He told me to delete some of the Dial-UP numbers I had that they were no longer in Service. I then contacted AT&T Service and spoke to a man he told me if I had DIAL-UP numbers on my computer that were no longer being used by AOL then it would automatically go down a list and just start dialing numbers even if it local or long distance numbers and I wouldn't know until I got a Bill. So I feel I should not be responsible for the \$532.00 long distance phone bill that I do have now. Because the number was never authorized by me to even be on my long distance phone bill in the first place. But they are all passing the buck and I'm paying for it. I would appreciate any help you can give me. Companys are (VERIZON-1-800-660-2215), AT&T-1-800-222-0300), and AOL internet service which is in my fiance's name Keith Frey phone number is (AOL-1-800-827-6364) I have been dealing with this for 2 months now if you need to contact please call me at work at (570) 822-7730 till 6:00 p.m. on Mon, Tues, Thurs, Fri and Wed any time after 3:00p.m. at (570) 825-2625 Thank you.

Sincerely Yours, Joan Savakinas